(b) and (c) 16 irrigation projects of Karnataka have been sent back to the State Government for compliance of observations of central appraising agencies. The clearance of the project depends upon the promptness with which the State Government arranges to provide compliance to the observations of the Central appraising agencies.

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## WRITTEN ANSWERS TO UNSTARRED QUESTIONS

### Hassle-free air travel

1388. MISS MABEL REBELLO:
SHRI B.J. PANDA:

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Government propose to take steps to ensure hassle-free and more pleasant air travel;

(b) if so, the details of this customer-friendly project; and

(c) the initiatives of the aviation industry to control losses and regain its lost prominence?

THE MINISTER OF STATE OFTHE MINISTRY OF CIVIL AVIATION (SHRI RAJIV PRATAP RUDI): (a) and (b) As part of the effort to make air travel hassel-f ree and more pleasant, the following steps have been taken by Air India, Indian Airlines and Airports Authority of India (i) Air India has taken numerous initiatives like seamless connections to various domestic cities in India and also to the international passengers between various points in the Gulf, Europe, UK and USA to interior points in India waMumbai and Delhi; E-marketing initiative enabling passengers for on-line checking availability of seats, making reservations/payments; Flat beds and DVDs in B-747-400 aircraft; setting up call centers with 24x7 coverage; close monitoring of food uplifts; Maharaja Lounge Services etc; (ii) Indian Airlines has provided through Computerised check-in facility Automated boarding card; Advance Seat Reservations; Return check-in; tele/through check-in; kerbside/customer services counters, (iii) Airports Authority of India (AAI) has launched a "National Airports Upkeep Initiatives" in 24 identified airports to improve passenger facilities and ambience.

(c)The Airlines have taken measures like augmentation/replacement of existing fleet, leasing of additional capacity, upgradation of product, improvement in maintenance practices, better revenue management, cost control and economy measures, innovative and aggressive marketing schemes etc. to strengthen their finances.